2019 Impact Report

Patient and Family Advisory Councils
Patient and family engagement

Our patient and family-centered focus on caring for children and adults is paramount at Vanderbilt University Medical Center. When you’re in our facilities, you’ll hear administrators, doctors, and staff refer to this philosophy of care. We take this commitment very seriously.

Patients and their families make up our advisory councils to make sure we continually make decisions with them as the focus. These members have the experience, time, and dedication to provide unique perspectives in the development and implementation of programs, policies, and practice standards.

CONTENTS

Leadership ................................................................. 2
Our history ................................................................. 3
Our work ................................................................. 5
Our people ............................................................... 6
Our pillars and purpose ............................................... 7

Pillar: People ............................................................... 9
Pillar: Service .......................................................... 11
Pillar: Quality ............................................................ 13
Pillar: Growth and Finance ............................................. 15
Pillar: Innovation ...................................................... 17

Cover page: Symbol of Vanderbilt—the oak leaf stands for strength and steadfastness, and the acorn represents the seed of knowledge.
Leadership

Vanderbilt’s patient and family-centered engagement is an innovative approach to the planning, delivery, and evaluation of health care. It’s grounded in mutually beneficial partnerships among our patients, their families, and their health care providers.

MONROE CARELL JR. CHILDREN’S HOSPITAL AT VANDERBILT

Janet N. Cross, M.Ed., CCLS, CPXP
Administrative Director, Patient- and Family-Centered Care

Tami Bradham, 2019 Chair

VANDERBILT BEHAVIORAL HEALTH

Rhonda Ashley-Dixon
Director of Outreach and Business Development

Cecilia Dodd, 2019 Chair

VANDERBILT UNIVERSITY HOSPITAL

Terrell Smith, MSN, RN
Senior Director of Patient and Family Engagement

Larry Goldberg, 2019 Chair
Our history

Monroe Carell Jr. Children’s Hospital at Vanderbilt

Vanderbilt University Medical Center

- Established in 2007
- Members: 23 patients and their family members who receive health care at Vanderbilt University Hospital or clinics
- Meets monthly
- 12 patients and family members, nominated by their nurses and physicians, were invited to participate
- In addition to the council, there is a Heart Transplant Clinical Advisory Group
- Value of council recognized by leaders, managers, researchers, faculty, and staff members
- Intelligent, thoughtful, well-informed, and candid individuals eager to collaborate to improve Vanderbilt’s quality and service
- Council acts as advisors and participants with institution planners

- Established in 1995
- Members: 25 parents and guardians whose children receive health care and treatment at Children’s Hospital and clinics
- Meets monthly
- One of the longest-running patient and family advisory councils in the U.S.
- Three clinical advisory groups: Neonatal Intensive Care Unit, Cystic Fibrosis, Primary Care
- Participation on hospital committees
- Hospital Acquired Condition Quality Work Groups
Established in 2012

Members: 12 patients and/or family members who received health care from Vanderbilt Behavioral Health

Meets monthly

Key leaders recognized a need to more effectively engage patients and families

Focuses on overall treatment experience and the redesign of programs, services, and facility aspects

Includes representation from all levels of care, including outpatient services and partial hospitalization programs

Acts as a resource to behavioral health councils across the country

Established in 2015

Members: 5,000 patients who receive health care at Vanderbilt University Medical Center

Medical center recognized that not all patients and family members could participate in a monthly meeting on campus

A solution to reach a broader demographic of patients who come to us for treatment

Participated in over 30 surveys

Expanded to include Children’s Hospital and LGBTQ patients

Survey response rate consistently exceeds national average

Large percentage of advisors are willing to come on campus for special collaboration
Our work

**COMMITTEES AND COUNCILS**

- Patient Portal
- Nursing Awards
- Nurse Staff Council
- Bereavement Committee
- Executive Diversity Council
- End of Life Steering Committee
- Nursing Quality Committee
- Patient Experience Committee
- Nursing Patient Experience Committee
- Defining Personalized Care Committee
- Patient Engagement Steering Committee
- Nursing Patient Education & Service Committee
- Medication Use Safety Improvement Committee (MUSIC)
- Children’s Hospital Patient Education Oversight Committee
- Patient Reported Outcomes Measurement Research Committee
- Pediatric Emergency Department Patient Experience Committee
- Cancer Patient Safety Learning Laboratory (CaPSLL) Research Steering Committee

**WORK GROUPS**

- Behavioral Health Integration Design Session
- GetWell Planning and Design Session
- Patient Education Materials Work Group
- Outreach and Communication Materials Work Group
- Council Governance Work Group

**HOSPITAL ACQUIRED CONDITION QUALITY WORK GROUPS:**

- Peripheral Intravenous Infiltration Extravasation (PIVIE)
- Catheter-Associated Urinary Tract Infection (CAUTI)
- Collaborated Central Line Associated Blood Stream Infection (CLABSI)
- Pressure Injury
Our people

Our councils welcome all patients and families. We strive to include people with diverse backgrounds so that we fully represent the large variety of health care issues, diagnoses, and cultures of VUMC patients.

GENDER

RACE

SUSAN WAGGONER
Council member, Children’s Hospital

"It's an honor to work alongside the other council members and be valued for our input and participation, work groups, and global representation."
Our pillars and purpose

The Five Pillars of Excellence are the Vanderbilt framework for setting organizational goals and direction. They provide a balanced approach to our goals, evaluations, and communication.

Together our pillars and our purpose

**OUR PILLARS**

**People**
We nurture a caring, culturally sensitive, and professional atmosphere as we continuously invest in the well-being and aspirations of our people.

**Service**
Collegiality is a central characteristic of our culture and defines how we serve our patients, those we teach, and the local and worldwide community.

**OUR PURPOSE**

The councils contribute to the education of patients, families, and health care providers.

The councils partner with health care teams to promote core concepts of patient- and family-centered care.
Together our pillars and our purpose support mutual partnerships.

Quality
We relentlessly pursue and measure ourselves against the highest quality performance in all areas, from patient care to scholarship.

Growth & Finance
We invest our resources in a manner that supports our long-term obligation to society: to achieve local, national, and worldwide impact in improving health.

Innovation
We seek excellence and leadership as we advance our systems of care, educational practices and our commitment to discovery.

The councils collaborate with staff and faculty to improve quality.

The councils promote positive relationships between the health care system and the community.

The councils offer input to leadership in planning and evaluating services and programs.
Achievements

- Advise Vanderbilt
- Behavioral Health
- Children’s Hospital
- Vanderbilt University Hospital

Events
- Ribbon-cutting for new adult unit at Vanderbilt Psychiatric Hospital
- Behavioral Health Awareness Day on the Hill

Training
- Patient and Family Promise orientation for 4662 new employees

PAT WILLIAMS
Council member, Behavioral Health

"It's an honor to serve on this council. With my 40+ years of advocating for Nashville's mental health community, I've been able to help improve delivery of services to patients with brain disorders at Vanderbilt Psychiatric Hospital."
Partnerships

MARKETING
- Patient and Family Promise Video
- Thank you videos for faculty and staff (based on stellar national ratings)
- VUMC website refresh

MICU
- Diaries Project

NUTRITIONAL SERVICES
- Pediatric hospital food menu update

RHONDA KINSLOW
Council member, Children’s Hospital

"Being a part of this council gives me a broader purpose beyond managing my daughter’s health issues—it gives me the opportunity to serve and support other families like us who rely on Vanderbilt for our health care needs."
Achievements

- Advise Vanderbilt
- Behavioral Health
- Children’s Hospital
- Vanderbilt University Hospital

Quality Improvement

- Decreased fasting times for pediatric patients scheduled for sedated procedures
- Helped create strategies to improve communication about surgical delay
- Surgical passport for children with autism, sensory challenges, and intellectual disabilities

Design Project

- Behavioral Health Volunteer Orientation Manual
- Meds to Beds (GetWell Network)
- Behavioral Health Volunteer Services

ALISON BYNUM
Council member, Children's Hospital

"I'm so grateful for the chance to share our 10 years of experience as the parent of a frequent patient at Children’s Hospital. We've learned to advocate on behalf of patients with different needs than ours."
Open and honest dialog between members of the council and the Medical Center leadership enables Vanderbilt to provide the highest level of care for patients and their family members.

DON MCSURLEY
Council member, Vanderbilt University Hospital

"Open and honest dialog between members of the council and the Medical Center leadership enables Vanderbilt to provide the highest level of care for patients and their family members."
Achievements

**Partnerships**

- **EXECUTIVE LEADERSHIP**
  - Improved patient and family orientation to Behavioral Health units and routines
- **HEALTH CARE TEAM**
  - Patient-centered Medical Homes

**Design Project**

- Behavioral Health’s *Child and Adolescent Handbook*

**Feedback**

- Messaging about suicide prevention strategy and tools
- Advanced Directives conversations with End of Life Steering Committee

FLO LEWIS
Council member, Behavioral Health

"It's exciting to follow the progression from idea to implementation and see the results first-hand. I love getting a sneak preview of accomplished goals and being a part of the success. Participating in decisions that benefit patients and families is very rewarding."
Events

- Society to Improve Diagnosis in Medicine in Washington, D.C. (Council leadership)
- Safety Rounds with Chief Nursing Officer

Work Groups/Committees

- PERIPHERAL INTRAVENOUS INFILTRATION EXTRAVASATION (PIVIE)
  - Communication tool for children
- COLLABORATED CENTRAL LINE ASSOCIATED BLOOD STREAM INFECTION (CLABSI)
  - Line care tool for parents

JOEL BUCKBERG
Council member, Vanderbilt University Hospital

"I appreciate the willingness of hospital administration to act on feedback from family caregivers. Family support is so important to patient wellness, treatment, and recovery. When VUH partners with family caregivers, the patients win!"
Achievements

- Advise Vanderbilt
- Behavioral Health
- Children’s Hospital
- Vanderbilt University Hospital

Events
Vanderbilt University Medical Center’s Strategy Share 19

Feedback
Revised discharge and financial counseling process

TAYRANETTE WILLIAMS
Council member, Vanderbilt University Hospital

"I look forward to being part of the council because it's an avenue to facilitate changes. I've learned that VUMC considers forward thinking as a gift rather than a challenge."
ANN KAVANAUGH-MCHUGH, MD
Physician council member, Children's Hospital

"I am awed by the depth of insight and knowledge at council meetings. These families, whose lives are filled with special challenges, find the time and energy to help us make this community, this hospital, our staff, and our programs better. They're an incredible gift to all of us."
Achievements

- Advise Vanderbilt
- Behavioral Health
- Children’s Hospital
- Vanderbilt University Hospital

**PILLAR OF EXCELLENCE**

**INNOVATION**

**Partnerships**

FAMILY VOICES OF TENNESSEE
Recruited and trained families for Parent 2 Parent Network

**Work Groups/Committees**

Cancer Patient Safety Steering Committee

**FAMIL IY VOICES OF TENNESSEE**

Recruited and trained families for Parent 2 Parent Network

**KATHY WOODWARD**

Council member, Behavioral Health

"It’s an honor to serve where my experiences can support a cause greater than myself and be so meaningful to me personally. My hope is that our contributions will make the process easier and more effective for families affected by mental illness."
"I feel honored to represent the council on several committees and as a patient co-investigator on a cancer research study. The committees are welcoming and my voice is heard."

BARBARA YUDISKAS
Council member, Vanderbilt University Hospital
A special thank you to our council members

MONROE CARELL JR. CHILDREN'S HOSPITAL AT VANDERBILT

Lara Barnhouse  Pam Gaffney  Jama Mohammed
Tonya Bowman  Tonya and Josh Graham  Cristin and Chris Roark
Tami Bradham  Sara Hanai  Val Shirley
Alison Bynum  Rhonda Kinslow  Brittany Swanson
Kendra Doty  Rebecca Martinez  Codosta Thomas
Cheryl Fields  Katherine Morley  Susan Waggoner

VANDERBILT BEHAVIORAL HEALTH

Rosemary DeWilde  Maggie Samuchin  Renee Thompson
Cecilia Dodd  Anne Sheridan  Katie Welsh
Flo Lewis  Dana Smith  Pat Williams
Miranda Nelson  Ellen Smith  Kathy Woodard

VANDERBILT UNIVERSITY HOSPITAL

Allison Bailey  Scott Gale  Don McSurley
Rob Blackford  Mark Glessner  Jason Morgan
Pam Bryan  Larry Goldberg  Janice Poma
Joel Buckberg  Tracy Harper  TayRanette Williams
Dianne Denton  Debi Hoggatt  Jennifer Windh
Suzanne Ezell  Mary Hooks  Barbara Yudiskas
Lynn Ferguson  Pam James  
Rachelle Franklin  Alex Kelso  